

# Mohammad Shahnai

Richmond Hill, Ontario L4S2X2 | (647) 461-66 10 [mohammad.shahnai@gmail.com](mailto:mohammad.shahnai@gmail.com)

## Objective & Summary

Enthusiastic and customer-focused individual seeking a challenging position at various shops where I can leverage my strong interpersonal skills, attention to detail, and passion for delivering exceptional customer service. Eager to contribute to a dynamic team and contribute to creating a positive shopping experience for customers.

## Core Skills

- Over 3 years of experience in working with customers and different products
- Ability to engage with customers in a friendly and helpful manner.
- Clear and effective communication with customers and colleagues.
- Experienced in working with a variety of age Groups
- Ability to convey information about products or promotions.
- Efficiently manage inventory and restocking of shelves or displays.
- Keep the shop organized and visually appealing.
- Quickly adapt to changes in shop procedures or promotions.
- Maintain a clean and well-organized shop appearance.
- Address and resolve customer concerns or challenges.
- Excellent computer skills in EPIC, PowerPoint, Excel, Internet and emailing.

## Clothing Store Sells Representative | 2020/06-2022/06

- Greet and approach customers in a friendly manner.
- Maintain in-depth knowledge of the clothing lines, fabrics, sizes, and styles available in the store.
- Offer feedback on fit, style, and color.
- Actively engage in sales conversations to understand customer needs.
- Ensure the visual appeal of displays and merchandise.
- Participate in inventory counts and restocking of merchandise.
- Report on popular items and suggest reordering based on customer demand.
- Build rapport with customers to encourage repeat business.
- Work collaboratively with other sales associates and team members.
- Keep the sales floor and fitting rooms clean and organized.

## Photocopy and Technical office Technician 2022/09-2023/11

- Operation of photocopying machines and other office equipment.
- Familiarity with different types of copiers and printers.
- Ensure accurate reproduction of documents and high-quality prints.
- Check for errors and maintain precision in all tasks.

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- Manage multiple tasks efficiently, such as handling incoming orders and maintaining inventory.
- Communicate effectively with customers to understand their copying needs.
- Provide assistance, answer queries, and offer solutions to printing and copying issues.
- Troubleshoot technical issues with copiers and printers.
- Proficiency in using computer software for printing and copying tasks.
- Basic knowledge of graphic design software for more complex printing jobs.
- Communicate effectively with colleagues and management.
- Perform routine maintenance on photocopying equipment.
- Work efficiently to complete tasks promptly.

## Education and training

| **Student of Bachelor's Degree in Information Technology (IT) at York University**

| **Bachelor of Arts in Computer Engineering**

Software engineering root along with Artificial intelligence root

## Certifications

- Proficiency in computer programs and software (ICDL certification)
- IELTS Certificate (International English Language Testing System)
- Critical thinking and problem-solving Certificate
- Time Management Certificate
- Artificial Intelligence and Business Strategy
- Cybersecurity Awareness: Web3, Crypto, and NFTs Certificate
- AWS for Developers: S3 Certificate
- Soft skills including:
  - Communicating (Listening, Speaking, Writing, Reading, Supervising)
  - Leadership abilities
  - Transparency and being truthful
  - Time management and pre-scheduling
  - Teamworking and motivating others to pursue their profession along with empathy
  - Adaptability
  - Gradual and growth mindset
- Basic knowledge of photocopying and typing (50 words per minute)
- Self-oriented in accomplishing diversities of tasks

## Languages

- English: Full Professional
- Persian: Native/ Bilingual
- Azerbaijani: Native/ Bilingual